

1. A method of operating a telecommunications network, the method comprising:
  - receiving signaling for a voice call;
  - processing the signaling to generate a query to a call center;
  - transmitting the query to the call center;
  - 5 receiving a query response wherein the query response includes a packet address;
  - transferring communications for the voice call to the call center in packetswherein the packets include headers having the packet address.
2. The method of claim 1 further comprising processing the query to identify the packet  
10 address based on a caller number.
3. The method of claim 1 further comprising processing the query to identify the packet address based on a time of day.
- 15 4. The method of claim 1 further comprising processing the query to identify the packet address based on a day of the week.
5. The method of claim 1 further comprising processing the query to identify the packet address based on a day of the year.  
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6. The method of claim 1 further comprising processing the query to identify the packet address based on a geographic region.
7. The method of claim 1 further comprising processing the query to identify the packet  
25 address based on a called number.
8. The method of claim 1 further comprising processing the query to identify the packet address based on load balancing statistics of call center resources.
- 30 9. The method of claim 1 further comprising processing the query to identify the packet address based upon caller entered digits.

10. The method of claim 1 wherein the packet address comprises a hardware address of a device used to receive the call at the call center.

11. The method of claim 10 wherein the packet address comprises a port identifier.

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12. The method of claim 10 wherein the packet address comprises a MAC-layer address.

13. The method of claim 10 wherein the packet address comprises an ATM address.

10 14. The method of claim 10 wherein the packet address does not require translation at the call center to identify the device.

15. A telecommunications system comprising:

15 a call processing system configured to receive signaling for a voice call, process the signaling to generate a query to a call center, transmit the query to the call center, and receive a query response wherein the query response includes a packet address; and

a routing system configured to transfer communications for the voice call to the call center in packets wherein the packets include headers having the packet address.

20 16. The telecommunications system of claim 1 wherein the query includes a caller number used to identify the packet address.

17. The telecommunications system of claim 1 wherein the query includes a time of day used to identify the packet address.

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18. The telecommunications system of claim 1 wherein the query includes a day of the week used to identify the packet address.

19. The telecommunications system of claim 1 wherein the query includes a day of the  
30 year used to identify the packet address.

20. The telecommunications system of claim 1 wherein the query includes a geographic region used to identify the packet address.

21. The telecommunications system of claim 1 wherein the query includes a called  
5 number used to identify the packet address.

23. The telecommunications system of claim 1 wherein the query includes caller entered digits used to identify the packet address.

10 24. The telecommunications system of claim 1 wherein the packet address comprises a hardware address of a device used to receive the call at the call center.

25. The telecommunications system of claim 24 wherein the packet address comprises a port identifier.

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26. The telecommunications system of claim 24 wherein the packet address comprises a MAC-layer address.

27. The telecommunications system of claim 24 wherein the packet address comprises  
20 an ATM address.

28. The telecommunications system of claim 24 wherein the packet address does not require translation at the call center to identify the device.

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